

**AZ Process Standardization Working Group Master Issues List**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report1	ACC	
1	Tax Exempt: Does the ESP currently get Tax Exempt status on 810? Is the ESP required to have certificates for existing exempt customers?	Oct 13, 1999	New West Energy		Nov 10, 1999	Resolved. It is the end use customer responsibility to provide tax exemption status to each of their providers.  2/2/2000 Bill Rigsby – ACC will bring the tax statues to the Billing Subcom on 2/9/00 for clarification. This may be included in the recommendation.	E			Resolved. Revisited on 2/2/00 by the Billing Subcom.
2	Credit/Debit Amount by record	Oct 13, 1999	APS		Nov 10, 1999	This will be added to the Implementation Guide as an optional code.  2/2/2000 The above recommendation still applies.	E			Resolved. Revisited on 2/2/00 by the Billing Subcom.
3	Balance (BAL) vs. Total monetary value summary (TDS) for invoice payment. Issue for UDC, they cannot bill past due charges, since they may not be aware of payment amounts and dates.	Oct 13, 1999	Group		Nov 10, 1999	UDC will not send payment information to the ESP since the ESP is covering the customer's receivable to the UDC.  2/2/2000 Resolution still stands. UDC will send current charges only for ESP consolidated billing.  2/8/00 This issue will be looked at when the IG is written	E  3			Pending.  Revisited by the 2/2/00 Billing Subcom.
4	Invoice Start & End Date do we need to state on bill?	Oct 13, 1999	Group		Oct 13, 1999	Rule Language R14-2-1617 States that "time period to which the reported information applies  2/2/2000 The proposed rule has changed. It was agreed that both parties shall disclose this information. Reference R14-2-210.	E			Resolved. Revisited by the 2/2/00 Billing Subcom.

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
7	How Rebate/Rebill will be handled?	Oct 26, 1999	APSES/New West Energy			<p>Further discussion needed. We need to confirm this as a business decision. Will this be handled as a cancel/rebill or adjustment line item? Once the discussion is complete – this can be translated to the EDI rule. This issue can be raised in the December 3<sup>rd</sup> Standardization Meeting.</p> <p>UIG – recommends the cancel/rebill scenario.</p> <p>Most UDCs can support the cancel/rebill scenario.</p> <p>The MRSP must post corrected 867s for retrieval by all parties.</p> <p>3 categories of Billing Adjs.</p> <ol style="list-style-type: none"><li>Usage Related (dead meter, bad multiplier, etc.) Cancel/rebill</li><li>Rate related (incorrect rate calculation) Cancel/rebill</li><li>Non–usage related (flat rate, tax changes) Misc. Adjustment</li></ol> <p>2/2/2000 This is still an issue. Another issue to consider, what happens if an ESP or UDC discovers a need to backbill and the customer has switched several times since the original billing took place. Reference ACC rules R14-2-210 section E.</p>	E  1			<p>Pending</p> <p>Revisited by the 2/2/00 Billing Subcom.</p>

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
8	UDC Information - Does the UDC have to pass the contact information address, etc. on each transaction – including the ACC phone number?	Oct 26, 1999	Group			<p>2/2/2000 Stacy reported that she contacted 2 ESPs. Their preference is to have static information such as emergency numbers, etc. not passed each time on the 810 document every time a customer bills.</p> <p>More discussion by market participants is needed.</p> <p>2/8/00 New West – If the UDCs continue to pass static data, they will null it in their system.</p> <p><b>Proposal:</b> The UDC will provide the UDC emergency contact number and the ACC dispute phone number once. The ESP will provide this information on each bill. The UDC will advise the ESP 30 days written notice in advance of any change to this information.</p> <p><b>As of 2/24//00, the UDCs will make available to the PSWG a consolidated list of UDC Emergency Contact Numbers. It will be the responsibility of the UDCs to communicate to subsequent ESPs , the UDC Contact Number to and ACC dispute number to the ESP at the time of execution of the ESP Service Agreement.</b></p> <p><b>Long-term Solution:</b> The UDC will provide the UDC emergency contact numbers and ACC number to the ESP at the time of certification with the UDC.</p>	E  2			Pending Resolution as of 2/8/00 Revisited by the 2/2/00 Billing Subcom.

## **BILLING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
9	Are tables graphs applicable this yr/last yr/last month?	Oct 26, 1999	Group		Nov 10, 1999	This data will not be passed on the 810 to the ESP for Consolidated Billing.  2/2/2000 Resolved pending rule investigation.  2/8/00 No requirements found in the Rules. UDC will not pass this information and ESP is not required to print this information on the bill.	E  2			Resolved Pending 2/8/00 Rule investigation complete.  Revisited by the 2/2/00 Billing Subcom.
10	Business, Regulatory Notices and advertising messages how we would handle? What would be the size (# of lines) and content and placement on the bill? For instance: disconnect notices, Levelized changes, capital credits.  How do we anticipate handling non regulatory messages on the bill	Oct 26, 1999	Group		Nov 10, 1999	After further discussion it was decided that we need to offer a bill message field on the guide. This would be to pass Regulatory or Business information. Advertisements would be handled through contractual agreements between ESP and UDC.  2/2/2000 Action Item – utilities need to research their company's bill message size, # of characters, # of bill messages used.  2/8/00 Action items : UDC will come back with the type of bill messages we intend to send for ESP Consolidated billing. Shirley will bring information from CA, CUBR, UIG.	E  2			Pending  Revisited by the 2/2/00 Billing Subcom.
11	Will ESPs want to partake in SurePay? (Debit ESPs Bank Account for monies owed to the UDC)	Oct 26, 1999	Group		Nov 10, 1999	If so, it is a contractual agreement between the ESP and the UDC.  2/2/2000 Resolution Applies	E			Resolved  Revisited by the 2/2/00 Billing Subcom.

## **BILLING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
12	3 <sup>rd</sup> party Billing (Should UDC continue to offer?)	Oct 26, 1999	Group		Nov 10, 1999	This is an arrangement that will need to be made between the Biller (in this case the ESP) and their customer.  2/2/2000 Resolution applies.	E			Resolved  Revisited by the 2/2/00 Billing Subcom.
13	Payment Date appearing on customer's bill.	Oct 26, 1999	Group		Nov 10, 1999	Payment Date, payment amount and payment received date will not be passed to the ESP on the 810 for printing on an ESP Consolidated Bill.  2/2/2000 Resolution applies. Since the UDC does not know when or if a payment is actually received from the customer in ESP Consolidate Billing, this information will not be passed.	E			Resolved  Revisited by the 2/2/00 Billing Subcom.
14	Transmission Charge should it be displayed on the bill?	Oct 26, 1999	Group		Nov 10, 1999	This will be settled with the Scheduling Coordinator.  2/2/2000 Any transmission charge identified as an end use customer charge will be included in the UDC portion of the bill. All other charges will be settled with the Scheduling Coordinator. Ex: Fixed must run charges are identified as an end use customer bill.	E, U, D			Resolved  Revisited by the 2/2/00 Billing Subcom.

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
15	Does standardization need to allow for Summary Billing - ESP Consolidated Billing?	Nov 10, 1999	Group			<p>Further discussion – UDC would need to pass service periods. Would the UDC un-summarize the customer's bill for ESP Consolidated Billing?</p> <p><b>Opinions:</b></p> <p>New Energy – The Biller of the end use customer is the entity should summarize the bill.</p> <p>TEP is not supporting summary billing for Direct Access customers due to cash flow issues. This is suggested in their proposed tariff (Article 24), but they have not been approved.</p> <p>2/2/2000 APSES – The Biller of the end use customer is the entity should summarize the bill.</p> <p>Barry Scott SSVEC -- I think the entity doing the billing should provide the consolidation. I believe the customers will resist having bills coming from all over the place. In some respects, this would be a step back to go from one bill for electrical service to many.</p>	E  3			<p>Pending</p> <p>Revisited by the 2/2/00 Billing Subcom.</p>
21	DA Market Issue – for UDC or Dual billing options, will Summary Billing be available for DA customers?	2/2/2000	Billing Subcommittee			<p>2/2/2000</p> <p>TEP will not offer Summary Billing per pending (Article 24)</p> <p>APS feels it is a billers service. If APS is the biller they will offer these services.</p> <p>SRP will offer these services for Dual or UDC Consolidate Billing.</p>	U, D  3			<p>Pending</p>

## **BILLING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report1	ACC	
16	Will ESPs be required to remit charitable contributions? (SHARE/Hero)	Nov 10, 1999	Group		See Issue 43	<p>Further discussion on December 3<sup>rd</sup> Standardization meeting.</p> <p><b>Opinions:</b> New Energy –Does not want to be responsible for tracking and remitting funds back to the UDC for distribution to the charitable organizations.</p> <p>2/2/2000 APSES agrees with New Energy's position. The ESP is liable for the remitting the pledge amounts to the UDC potentially before the customer actually pays the ESP.</p> <p>Barry Scott SSVEC I believe the entity producing the bill should be responsible for collecting the entire payment. They, in turn, should disburse the money accordingly. It will become a quagmire if each competitive entity only feels a responsibility to collect their piece of the pie. (How will we ever handle delinquents and partial payments?) This does not even consider the resentment the customers will feel about having to send checks to all of these diverse places to make sure their electrical bill is paid. I think this reasoning should apply to charitable programs as well, for example "Operation Roundup".</p> <p>2/8/00 Who is responsible for the paper-work if the customer wants to remit charitable contributions</p>	<p>Billing Subcommittee</p> <p>E</p> <p>3</p>			<p>Pending</p> <p>Revisited by the 2/2/00 Billing Subcom.</p>
43	Is there a regulatory requirement for UDCs to collect and remit charitable contributions to social agencies. Likewise, is there any regulatory requirement for ESP's to participate in collecting or remitting charitable contributions on behalf of an UDC.	2/2/2000	Billing Subcommittee		See Issue 16	<p>2/2/2000 There is potential for state funds to be reduced because there potentially is no requirement to continue these programs.</p>	<p>Billing Subcommittee</p> <p>E</p> <p>3</p>			Pending

## **BILLING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
17	Will the ESPs support levelized UDC billing line items?	Dec 1, 1999	Group			<p>It could be a hindrance for a customer to go Direct Access (in the case of a large debit balance) the ESPs would not want this large debit balance passed to them for payment.</p> <p>More input from the ESPs and UDCs is needed.</p> <p>2/2/2000 APS is planning to offer this option if they are the Billing entity.</p> <p>TEP is not planning to offer this billing option for DA Customers</p> <p>Barry Scott SSVEC I think any customer desiring to go to competitive access should settle all of their accounts with the UDC first. I believe if we will handle the process as we currently do for a customer going from one UDC to another we will be better off.</p> <p>2/8/00 – SRP and TEP will offer Levelized to customers for UDC Consolidated and Dual billing. APS doesn't offer Levelized for ESP Consolidated. TEP doesn't offer levelized billing for DA customer regardless of the billing option.</p> <p><b>Proposal:</b> The ESP has the option to offer levelized billing to the end use customer. The UDC will not pass levelized billing line items for ESP Consolidated billing.</p>	E 2			<p>Pending Resolution for 2/24/00</p> <p>Revisited by the 2/2/00 Billing Subcom.</p>
18	For end use customer billing (dual billing situation) the ACC Rules are not specific about the responsibilities of what the utility is obligated to show on their bill and what the ESP is obligated to show on the bill.	2/2/2000	Billing Subcommittee			<p>2/2/2000 In many markets (CA specifically) beginning and ending meter reads need not be displayed on a bill. In the Arizona market the utilities are required to show specific pieces of information but it's unclear if the ESPs are required to follow the same rules.</p> <p>This could apply to all revenue cycle services.</p>	E 1			Pending



## **BILLING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
19	When a UDC estimates a bill (an MRSP did not deliver the data in a timely manner or the read could not be retrieved), should the UDC transmit the estimation reasons for the ESP Consolidated Bill.	2/2/2000	Billing Subcommittee			The group needs to specify under what conditions the UDC could estimate a bill and pass this information to the ESP.	E 1			Pending
24	When the UDC estimates the bill in ESP Consolidated billing, an agreed upon process and timeframe needs to be set for troubleshooting before the bill is actually sent to the customer.	2/2/2000	Billing Subcommittee – Marilyn Ferrara			2/2/2000 This is a meter reading to data input billing issue. Examples include the CA model – MADEN Meter and Data Exception Notice. Could be impacted by VEE rule differences, etc.	E 1			Pending
5	Reason of Estimate - Do both parties need to give?	Oct 13, 1999	Group		Nov 10, 1999	No. It is the Billers responsibility to print this in the bill using the 867 standard estimation reason codes. See Business Rules.  2/2/2000 Resolution stands.	E			Resolved. Revisited by the 2/2/00 Billing Subcom.
20	Can other utility service charges be passed to the ESP for Consolidated Billing (gas, water, sewer, telephone, etc.)	2/2/2000	Billing Subcommittee			2/2/2000 This may not be in the scope of the PSWG charge. We are focusing on the transfer of electric information only. This may need to be addressed at a later date.	E 3			Pending
6	Should non-utility charges be included on ESP consolidated bills?	Oct 13, 1999	New West Energy		Nov 10, 1999	UDC cannot pass charges for non-utility related charges for printing on an ESP Consolidated Bill. Example: home security, Internet services  2/2/2000 Resolution stands.	E			Resolved Revisited by the 2/2/00 Billing Subcom.
22	If a customer has a credit or debit balance on the bill when they switch to DA, is the utility obligated to refund that money?	2/2/2000	Billing Subcommittee			2/8/00 Levelized / Equalizer was briefly discussed regarding the debit or credit balances	E 1			Pending

## **BILLING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
23	If the utility is holding a deposit for the customer and the customer switches to ESP consolidated billing, is the utility required to refund the entire deposit since the receivable is paid to the UDC by the ESP?	2/2/2000	Billing Subcommittee				E			Pending
57 NEW	How will we handle customer bill disputes that are filed with the ACC for ESP Consolidated Billing.	2/8/00	Billing Subcommittee			2/8/00 Bill will check at the ACC how often customers file complaints with the ACC for bill disputes. How will UDCs handle the requirement for the ESP to make us whole?	E			
58 NEW	How will bill inserts be handled for ESP Consolidated billing as it relates to mandated regulatory messages?	2/8/00	Billing Subcommittee			2/8/00 ESPs will not print marketing messages on their bill. In CA, UDCs have to submit their inserts to the CPUC for review. If there is marketing language in the inserts, the UDCs have to remove the language. ESPs also have an opportunity to review all messages prior to distribution to the customer				
59 NEW	Need clarification on estimating rules specifically section 210-A3-5	2/8/00	Billing Subcommittee			2/8/00 Confusion about the load profiled customer or customers needing load data. Does this have anything to do with real time pricing?				
60 NEW	According to the Rules, a third party can be back billed up to 12 months. What will the process be for back-billing third parties? (R14-2-21-E3)	2/8/00	Billing Subcommittee							
61 NEW	What is the obligation of the UDC to track performance of MSP and MRSPs and communicate to ESPs.?	2/8/00	Billing Subcommittee							
62 NEW	If back billing is required for period where the customer is both Standard Offer and DA, for ESP Consolidated Billing, the ESPs will want to bill/pay only the DA period	2/8/00	Billing Subcommittee							

**BILLING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
63 NEW	If UDC or ESP charges are not transmitted by the drop dead date/time, what is the responsibility of the biller to include language on the bill advising the customer of missing charges.	2/8/00	Billing Subcommittee							

**REMITTANCE & TRANSACTION ERROR ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
30	Do we need to prioritize transactions by importance due to financial considerations and customer service (for problem resolution and cycle time of EDI 824)?	1/27/00	Remittance Advice and Error Reporting Subcommittee	2/3/00	Resolution Pending 2/8/00	1/27/00 For example, SRP requires acknowledgement both incoming and outgoing within 24 hours.  All subcommittees need to define transaction cycle time.	Remittance and Error Reporting Subcommittee			Resolution Pending 2/8/00
31	Is there a need to standardize dual path or single path when handling the 820? Do we provide a remittance advice directly to the ESP and payment directly to the bank (dual path)? OR do both documents go directly to the bank? (single path)	1/27/00	Remittance Advice and Error Reporting Subcommittee	2/3/00		Payments go to bank and details go to provider. Since most banks are currently using VANS, sending both transactions may be costly to the sending parties.	Remittance Advice and Error Reporting Subcommittee			Pending
42	Will we require an 824 on all transaction (accepted or take exception to a data element). Do we only want to get an 824 when there's a problem with data?	2/1/2000	Policy Subcommittee				Remittance Advice and Error Reporting Subcommittee			Pending

**REMITTANCE & TRANSACTION ERROR ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
49	Develop interim business processes that can be implemented manually, and plan mapping for both out-bound (UDC to ESP) and in-bound (ESP to UDC) DASRs for the following communications. The business processes should be implemented immediately by each UDC with as much consistency as possible, and EDI mapping can be phased in. Customer Moving: - Notification of direct access customer moving to new address within the same distribution company territory without having to return to bundled service.	1/25/00	APSES			Customers need the flexibility to contact either their ESP or the UDC to implement a request, as provided by the proposed business processes. The customer's choice and other information can be communicated by e-mail or fax until the out-bound/in-bound DASRs are functional. Customers will not be burdened with having to make numerous phone calls to UDCs and ESPs to implement their service choice. In order to develop a viable direct access market, the burdens and costs caused by unnecessary switches to/from bundled service will be removed. "Customer choice" will become more of a reality.	DASR Subcommittee			
50	Develop interim business processes that can be implemented manually, and plan mapping for both out-bound (UDC to ESP) and in-bound (ESP to UDC) DASRs for the following communications. The business processes should be implemented immediately by each UDC with as much consistency as possible, and EDI mapping can be phased in. New Customer - Same Facility: - A new customer takes over an existing direct access facility, keeps same ESP and meter without returning to bundled service.	1/25/00	APSES			Customers need the flexibility to contact either their ESP or the UDC to implement a request, as provided by the proposed business processes. The customer's choice and other information can be communicated by e-mail or fax until the out-bound/in-bound DASRs are functional. Customers will not be burdened with having to make numerous phone calls to UDCs and ESPs to implement their service choice. In order to develop a viable direct access market, the burdens and costs caused by unnecessary switches to/from bundled service will be removed. "Customer choice" will become more of a reality.	DASR Subcommittee			

**DASR/ENROLLMENT ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
51	Develop interim business processes that can be implemented manually, and plan mapping for both out-bound (UDC to ESP) and in-bound (ESP to UDC) DASRs for the following communications. The business processes should be implemented immediately by each UDC with as much consistency as possible, and EDI mapping can be phased in. . "Account Update" - Notification of changed account information. [The UC and PD DASRs appear to be both in/out-bound in the Arizona DASR Handbook	1/25/00	APSES			Customers need the flexibility to contact either their ESP or the UDC to implement a request, as provided by the proposed business processes. The customer's choice and other information can be communicated by e-mail or fax until the out-bound/in-bound DASRs are functional. Customers will not be burdened with having to make numerous phone calls to UDCs and ESPs to implement their service choice. In order to develop a viable direct access market, the burdens and costs caused by unnecessary switches to/from bundled service will be removed. "Customer choice" will become more of a reality.	DASR Subcommittee			

**METERING SYSTEMS AND METER READING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
25	What specific VEE rules should utilities use on an ongoing basis to verify and bill off of incoming MRSP reads.	1/26/00	Billing Subcommittee			1/26/00 - Since MRSPs use different algorithms, it's difficult for utilities to determine if MRSPs are performing VEE on an ongoing basis. If the utilities use their own VEE systems to verify reads it may cause invalid rejections.  2/1/00 – What is the utilities responsibility to audit the MRSPs? The rules state this certification must take place yearly.	Meter Systems and Meter Reading Subcommittee			
33	For access to a meter, some UDCs require the ESP to get keys, combos, etc. from the customer. In many cases, the customer does not have the key.	1/27/00	Meter Systems and Meter Reading Subcommittee			2/3/00 APS is not going to provide keys to the MSP. They would like the MSP to get the key from the customer.  Issues: Customers may not have keys. Utility keys may not be able to be duplicated. Or utilities may want to offer a dual locking device on a contractual basis with utilities and MSPs.  New West Energy – This is a barrier to getting access to change meters for customers to go DA.  Suggestion - If the customer is releasing their customer data (historical) anyhow, could the key process be incorporated in the release?  <b>Action Item:</b> All Utilities need to research what their key policy is and report to subcommittee by 2/16/00.  Janie Mollon will bring CA access process.	Meter Systems and Meter Reading Subcommittee  Priority #1  MSP and MRSP issue			Pending
35	At what point does an ESP take responsibility on a meter exchange? And who is responsible for energy consumption during the exchange?	1/27/00	Meter Systems and Meter Reading Subcommittee			2/3/00 <b>Action Items:</b> Utilities need to report on their processes on 2/16/00.	Meter Systems and Meter Reading Subcommittee  Priority #1			Pending



## **METERING SYSTEMS AND METER READING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
37	Load research meters- Are the UDCs intending have a dual meter installed or are they going to pick another sample customer when the customer goes DA? Also, will the UDCs allow the ESPs to use existing phone line for to read the meter for DA purposes? Or vice versa.....can the UDC use ESP phone lines?	1/27/00	Meter Systems and Meter Reading Subcommittee			2/3/00 <b>Action Items:</b> Utilities to document and report what the process will be for handling Load Research meter by 2/16/00.	Meter Systems and Meter Reading Subcommittee  Priority #1			Pending
39	Do the DA meters installed have to have a visual display? Why? This limits the equipment types that can be installed?	1/27/00	Meter Systems and Meter Reading Subcommittee			2/3/00 The TR Recorder does not have a display. The requirement came from a EUSERC.  <b>Action Items:</b> Utilities need to report on their needs for the display by 2/16/00. Jeanine/APS will check with the EUSERC requirements. ESPs will report on what impacts this requirement could have in their orgs.	Meter Systems and Meter Reading Subcommittee  Priority #1			Pending
40	What are the UDCs processes for scheduling MSP work? What if an MSP picks a date to remove and install a meter and the schedule must be changed? How are these exceptions handled?	1/27/00	Meter Systems and Meter Reading Subcommittee			2/3/00 This issue may be addressed when we start to review the data elements. The utilities must be able to speak to the schedules on metering.	Meter Systems and Meter Reading Subcommittee  Priority #1			Pending
41	Who is responsible for validating that a meter can be read after a MSP has set a new meter?	1/27/00	Meter Systems and Meter Reading Subcommittee			1/27/00 In CA, it's a requirement from CPUC (Rule 22), the ESP is responsible for ensuring that the newly installed meter can be read prior to 1 <sup>st</sup> billing by the MRSP or face penalties.  2/3/00 Per 1 <sup>st</sup> Point – This is usually done at the meter install time.	Meter Systems and Meter Reading Subcommittee  Priority #3			Pending

**METERING SYSTEMS AND METER READING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
45	Standardization data content, data format and data transmission is needed for Metering Data.	2/3/00	Meter Systems and Meter Reading Subcommittee			2/3/00 Fax and email are not acceptable forms of data transmission. TPs are not able to populate the databases.	Meter Systems and Meter Reading Subcommittee			Pending
53	ISSUE: Blackout period for Direct Access meter exchanges is too long and is not consistent between UDCs.	1/25/00	APSES			Currently, the 3 largest UDCs require that meters that need to be exchanged for Direct Access service cannot be exchanged for a period of time around the current meter's read date. The length of time varies by UDC, but extends up to approximately 9 working days for one UDC. This requirement is problematic for ESPs and MSPs because it effectively allows meters to be exchanged during only half of the month for each account (9 working days equates to approximately half of a calendar month). When a customer has multiple accounts on multiple read cycles that all require meter exchanges, the MSP must plan their installation schedule around the UDC blackout period. This makes it virtually impossible to exchange multiple meters on consecutive days during the month. Since most certified MSPs are installing meters with out-of-state personnel, this requirement adds to the cost of meter exchanges for MSPs and ultimately for ESPs and customers. RECOMMENDATION: The Metering Working Group should examine the process for meter exchanges and shorten or eliminate the blackout period requirement. The group should look at best practices in other states where blackout periods have been eliminated or greatly reduced to foster a more efficient competitive market. Where possible, the blackout periods should be consistent across the UDCs in the state.	Metering Subcommittee  Priority #1			Pending

**METERING SYSTEMS AND METER READING ISSUES**

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
26	XML versus EDI  What is XML? Should this be considered for a best practice for the Arizona's model?	1/25/00	ACC Staff – Deb Scott and Jerry Smith			1/25/00 – This is an issue for the policy group to investigate. This is not a transport mechanism, it is defined as a data structure.  2/1/00 – Ray Wensel, Excelergy, offered to coordinate a presentation to the PSWG on XML. Evelyn Dryer will address with ACC and possibly get this on a large group agenda.	Policy Group  Priority #3			Pending

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
27	Companies are defining 'workdays' for time frames for work to be completed. The problem is that some companies are including holidays that are not recognized by others. Need to define 'standardized workday'.	1/26/00	Billing Subcommittee			<p>1/26/00 For example: In some territories Columbus Day, MLK Day are recognized as holidays and are excluded from a workday calculation. This could effect time periods defined for metering, meter reading, Consolidated billing and enrollment.</p> <p>2/1/00 – Standardization of holidays may not be possible.</p> <p>Suggestion 1: If a Federal or State Holidays are defined, these could be used as an exception to workdays for ALL participants.</p> <p><b>Suggestion 2: Use NERC definition of holiday. Evelyn Dryer to provide to the Policy Group.</b></p> <p><b>Action Item for Policy Group: All participants need to take these suggestions to their organizations to see what will work. Items to consider: Cash flow, bill cycles, read cycles, settlement etc. Also, Please bring a list of your organizations recognized holidays. Be prepared to discuss impact to company's if we recommend NERC holidays only, OR if we were to recognize all State and Federal Holidays. Due by 2/15/00</b></p> <p><b>Darrell Pichoff to bring list of Postal/Federal Holidays.</b></p> <p><b>Steve Olea to bring list of State Holidays.</b></p>	Policy Group  Priority #1			<p>Pending</p> <p><b>Will appear as an agenda item 2/15/00</b></p>

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
29	Are 997s required for all transactions? Is that going to be our recommendation for the Arizona standards?	1/27/00	Remittance Advice and Error Reporting Subcommittee	2/3/00		1/27/00 997s are an industry standard transaction (EDI syntax validation)  2/1/2000 – Yes a 997 acknowledgement is required on all standardized EDI transaction sets. Policy group will recommend that the level of acknowledgement should be determined by the individual trading partners.  2/8/00 – Is a 997 required for meter data that is extracted from a MRSP web site?	Policy Group  Priority #3			Pending
32	What is the true costs of CT/VT (PT) if an ESP wants to buy the equipment? Cost to replace equipment at today's market price OR cost to UDC and depreciated by years since installation.	1/27/00	Meter Systems and Meter Reading Subcommittee		See issue 44 & 54		Policy Subcommittee  Priority #1			Pending
44	Clarify ownership of CT and VTs (PT) based on voltage level.	2/3/00	Meter Systems and Meter Reading Subcommittee		See issue 32 & 54	2/3/00 Group will refer to ACC Rules.	Policy Subcommittee  Priority #1			Pending

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
54	Ownership of Current Transformers (CTs) and Voltage Transformers (VTs formerly known as PTs) is not consistent across UDCs.	1/25/00	APSES		See issue 32 & 44	: The ACC rules for Direct Access and the Electric Competition Act provide for a UDC to own and maintain both CTs and VTs. However, the interpretation of these rules differs by UDC. One UDC mandates that CT/VTs be purchased by the Customer or the ESP/MSP if they are below a certain voltage size. Another UDC maintains ownership and maintenance responsibilities of CT/VTs for all Customers, and the third major UDC maintains ownership of the CT/VTs, but requires the ESP/MSP to maintain them. This inconsistency creates difficulty for an ESP, especially when dealing with Customers with facilities in more than one service territory. Requiring the ESP/MSP or Customer to purchase the equipment also adds a potentially significant cost and may be a barrier for many Customers who otherwise might seek alternative suppliers. In California, CT/VTs are treated as part of the UDC distribution system and ownership and maintenance responsibilities are retained by the UDC. RECOMMENDATION: The Metering Working Group should look at the intent of the language in the competition rules regarding equipment ownership and make a determination on CT/VT ownership that all UDCs can implement on a consistent basis.	Policy Subcommittee  Priority #1			
34	There is no formalized process to report meter exceptions between UDCs and ESPs. (examples: agreement metering programming, if MI/MAC forms are not completely filled out, etc. See MADEN for details on exception reasons.)	1/27/00	Meter Systems and Meter Reading Subcommittee		See Issue 52		Policy Subcommittee  Priority #3			Pending

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
52	UDCs and market participants need a clearly-defined communication process for promptly communicating and resolving problems with data, meters, or bills among ESPs, MSPs, MRSPs, and the UDCs	1/25/00	APSES		See Issue 34	This process should be initiated by any participant to establish communication to solve the problem within a defined time frame, if possible, and, if necessary, to maintain communication until root cause analysis is complete. The a standardized process should be implemented immediately by each participant and automated by all parties as soon as possible. An example of the California "MADEN" process is attached to the original change control document. This process will reduce meter and data errors that cause billing errors and delays in billing and receiving revenue. It will help provide customer satisfaction by reducing billing questions and complaints to both UDCs and ESPs .	Policy Subcommittee  Priority #3			Pending
38	Will the UDCs allow ESPs to interrogate meters on non-DA customers for load research purposes/ billing option purposes?	1/27/00	Meter Systems and Meter Reading Subcommittee				Policy Issue  Priority #2			Pending
46	All Arizona EDI (DASRs, 867, 810, 650) should utilize GMT or the recognized standard for time. To avoid problems and unnecessary costs to conform to national standardization in the future, standard time references should be implemented immediately by each UDC, and EDI mapping can be phased in.	1/25/00	APSES			This change would help market participants, particularly MDMA/MRSPs, to save costs by not having to adapt their systems to Arizona's unique requirements.  <b>Action Item: All participants need to see what the use of GMT will do to their systems.</b>	Policy Subcommittee  Priority #1			Pending  <b>Will appear on the 2/15 Agenda</b>



Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
47	Standardization of Billing Options (ESP and UDC consolidated billing as well as Dual billing) from all UDCs should be implemented immediately to provide customer choice. Include related changes or impacts to other processes or procedures.	1/25/00	APSES			A working group of market participants should study the intent of the Commission Rules and make a determination that applies to all UDCs. The Terms and Conditions for credit, payments and partial payments, and other billing processes should be standardized for all UDCs. During the direct access rulemaking process, an earlier working group discussed whether billing options should be discretionary, but no consistent position was reached. Market participants need to clarify the procedures for consistency among UDCs. In order to develop a viable direct access market, the limitations on customer choice caused by differences in billing procedures among UDCs will be removed. Customer confusion and criticism will be reduced, and ESPs will have flexibility to meet individual customer needs.	Policy Subcommittee  Priority #2			Pending
48	For all Billing and Metering data, UDCs should employ the same rule and/or formula for rounding up data and rounding in calculations. The business process should be implemented immediately by each UDC. Include related changes or impacts to other processes or procedures.	1/25/00	APSES			In order to develop a viable direct access market, the burdens and costs caused by differences in data and billing procedures among UDCs will be removed. Customer confusion will be reduced.  <b>Action Items: All participants need to investigate what their rounding processes are on meter reading and billing. They also need to investigate how their CIS/MDMA systems handle rounding.</b>	Policy Subcommittee  Priority #1			Pending  <b>Will appear on the 2/15 Agenda</b>

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
55	UDC fees for Direct Access services (CISR, DASR, metering, meter reading, billing, settlement, etc.) are too high and not consistent between UDCs.	1/25/00	APSES			<p>DISCUSSION: The 3 largest UDCs have proposed varying fees for Direct Access services, such as for meter information, for submitting Direct Access Service Requests, for meter installations or removals, for meter reading services, for consolidated and/or dual billing, and for settlement billing. These fees are, in some cases, excessively high and do not reflect the true marginal cost of providing these services. Many fees are required by one UDC, but not at all by the other UDCs. Even when required by all UDCs for the same service, the fees are not consistent and vary quite substantially. All of the additional fees provide an additional barrier to the development of a competitive market in Arizona.</p> <p>RECOMMENDATION: In order for a viable market to develop in Arizona, a group consisting of market participants should be tasked with determining which fees should be mandatory, which fees should be discretionary, and which fees should be deferred until the market has developed. This group should also recommend which costs could be recovered as part of base rates and which should be recovered in service fees. Finally, the group should recommend a consistent, cost-based methodology for calculating the costs to be recovered by the UDCs.</p>	Policy Group  Priority #2			Pending

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
56	Non-availability of local alternatives for providing competitively priced metering services.	1/25/00	APSES		See Issue 28 & 36	<p>Currently, there are very few Meter Service Providers (MSPs) or Meter Reading Service Providers (MRSPs) that have facilities and personnel in Arizona. Most of the certificated providers are based out-of-state and cannot, by ACC rules, subcontract with non-certificated personnel in the state. This potentially drives up the cost of some services that require personnel to travel to Arizona. Additionally, since the UDCs cannot provide competitive metering services beyond the year 2000, most have chosen not to provide a full menu of services during the year 2000. Both of these factors produce situations where the cost of providing competitive metering services are higher than they would be if they were provided by personnel already located in the state.</p> <p>The Policy Working Group should recommend that, to stimulate the market and the cost effective provision of competitive services, the following changes should be made:</p> <ol style="list-style-type: none"><li>1. UDCs should be allowed to provide competitive metering services at a competitive market price, and</li><li>2. MSP/MRSPs should be allowed to subcontract for services to qualified personnel, without having to make them employees of the company, as long as the certificated MSP/MRSP is still responsible for the work they perform.</li></ol>	Policy Group Priority #2			Pending

Issue #	Issue	Date Issue was Identified	Identified by	Need by Date	Date Issue Resolved	Discussion	Group Assignment	Report Assignment		Status
								Report	ACC	
28	Clarification on when an UDC can be an MSP. Both sets of Direct Access rules have different definitions. (ACC Rules and HB 2663)	1/26/00	DASR Subcommittee		See Issue 56 & 36	1/26/00 For example, in APS territory they cannot be an MSP for any customer except under 20 kW and residential customer.  Additionally, when are meter exchanges required within the service territories.  2/1/2000 – In service territory's governed by the ACC Competition Rules: See section R14-2-1615-B. On January 1, 2001 no affected utility can offer competitive services.  <b>Issue still remaining: What if there are no service providers offering these services at a competitive rate after 1/1/01 that make it cost effective for customers to switch? This is a Commission and Legislative issue.</b>	Policy Group  Priority #1			Pending  There is still the issue remaining which will be included on the ACC report.  <b>Will appear on the 2/15 Agenda</b>
36	ACC Rules Question: Can the UDCs provide metering and installation services for DA customer? Short term and after January 1, 2001?	1/27/00	Meter Systems and Meter Reading Subcommittee		See issue # 56 & 28	<b>Action Item: Participants need to read the ACC and HB2663 and be prepared to discuss issue.</b>	Policy Group  Priority #1			Pending  <b>Will appear on the 2/15 Agenda</b>
57										